



Patient feedback report

April – June 2022

Intelligence collected in Q1, to inform our future action (April – June 2022)

This report shares feedback collected from 287 Brent residents, including:

- Surveys
- Meetings between Healthwatch Brent and our Grassroots Community Voices network
- Outreach and engagement events run by our team and visits to events from other organisations
- Conversations on social media, and on community and neighbourhood sites
- Information collected and shared by Healthwatch Brent volunteers

This quarter we...

- Connected with eight new community and voluntary sector groups
- Supported 20 people who came to us for information and signposting
- Shared information with 589 people through our monthly newsletter

Championing the voice of local residents

Many people contact us for support through our advice and signposting service – such as Ms Kaya*, who wanted help raising her concerns with child social care services.

The family had been receiving support from social services, however throughout the past year they'd had several different social workers changing in quick succession. This meant there was a lack of consistency.

When Ms Kaya spoke to us, she had an upcoming Child Protection Case Conference to attend, however she was only given 2 days' notice and wanted to postpone it so she could get legal representation as she felt uncomfortable going on her own. We spoke up on behalf of Ms Kaya and raised the concerns with her social workers.

As a result of our support, Children social services listened to her wishes, they postponed the case conference, giving her the opportunity to get proper legal representation ahead of her meeting.

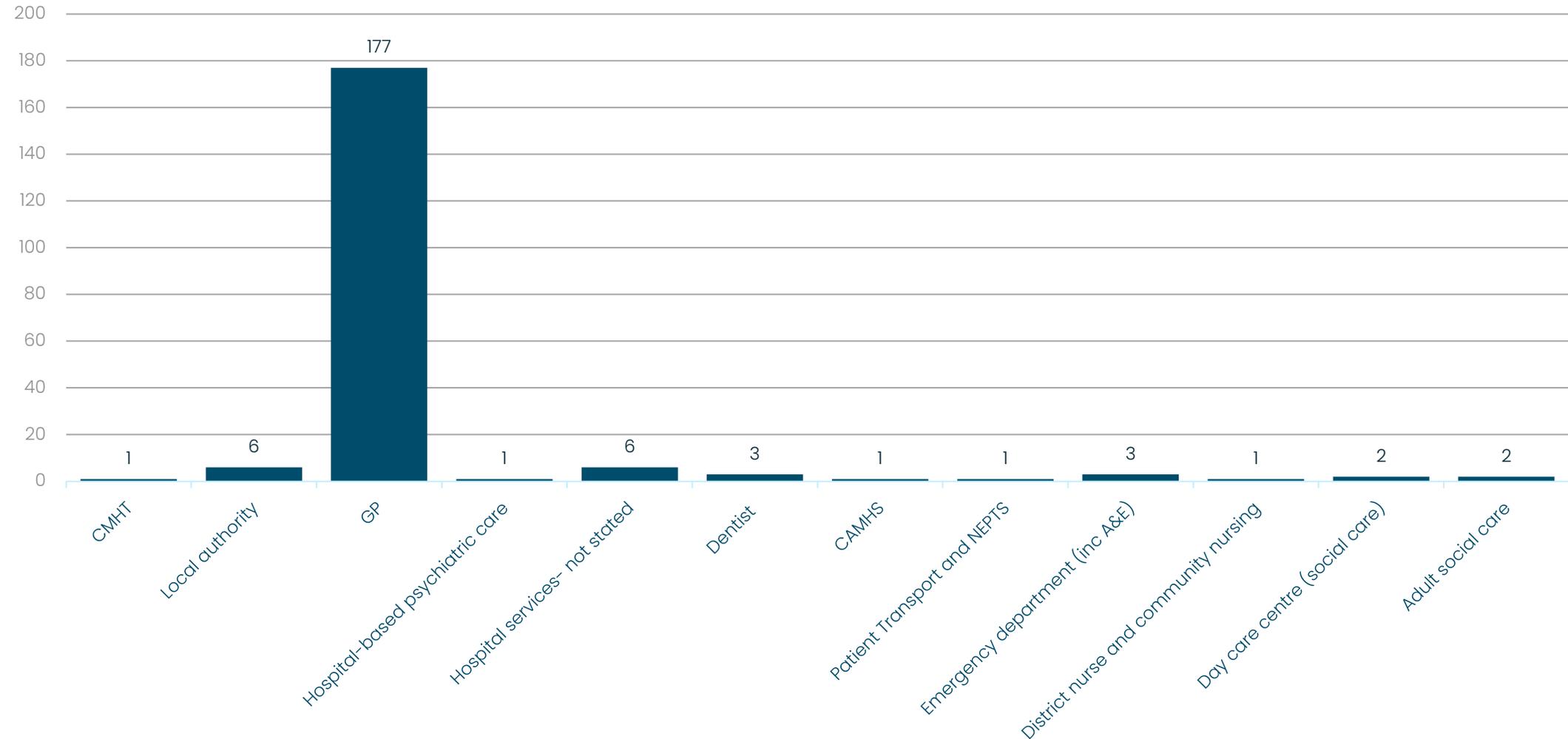


"Thank you so much for your help toward my situation."

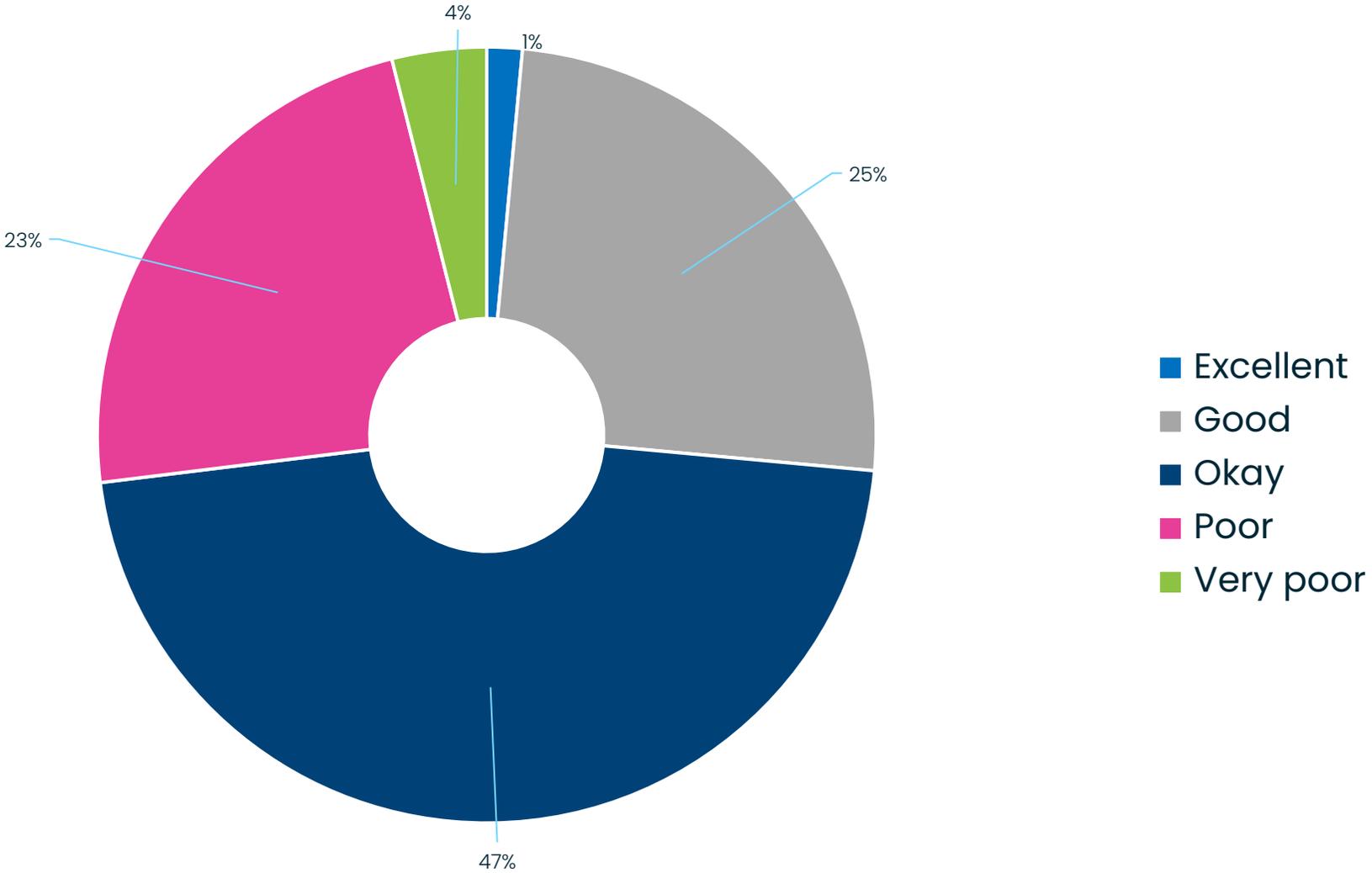


Key stats – Services we heard feedback for

The majority of patients shared feedback about their GPs, but we also heard about a number of other service areas.

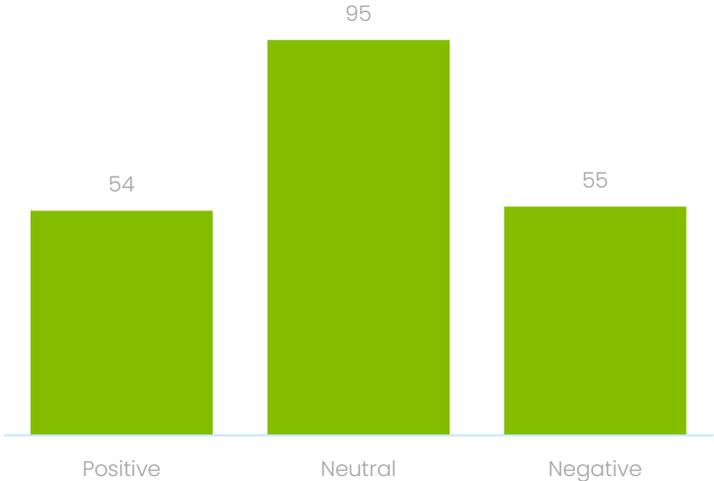


Overall ratings of health and social care services

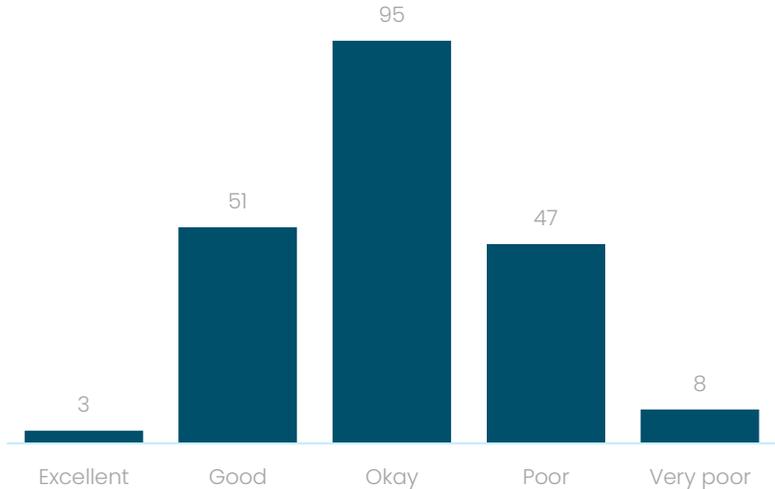


Overall service ratings continued

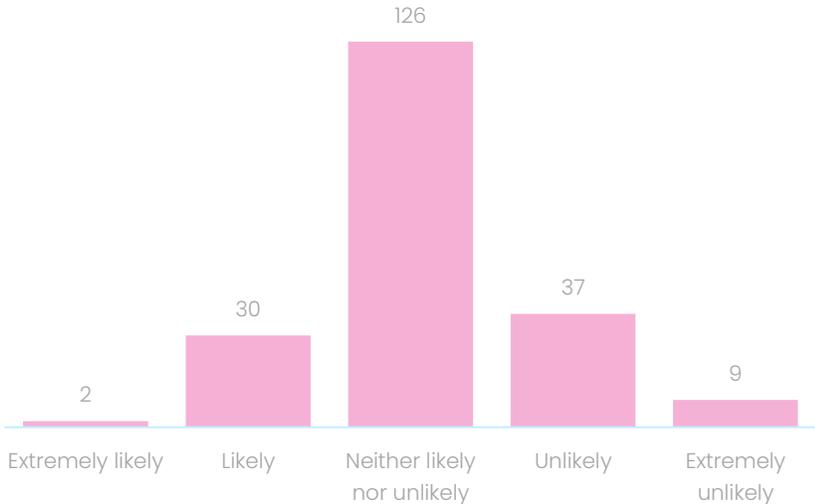
Overall service sentiment



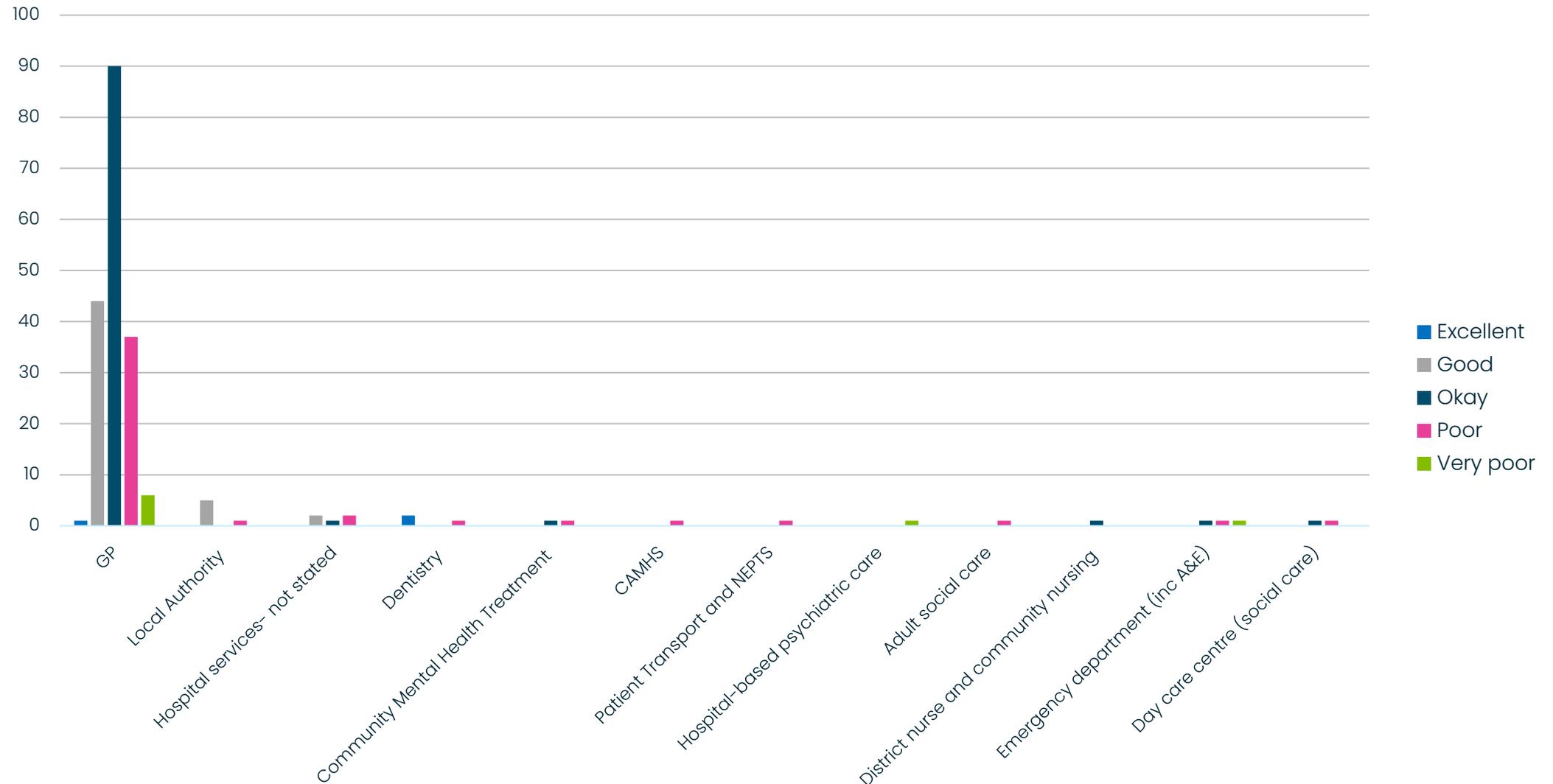
Overall service rating



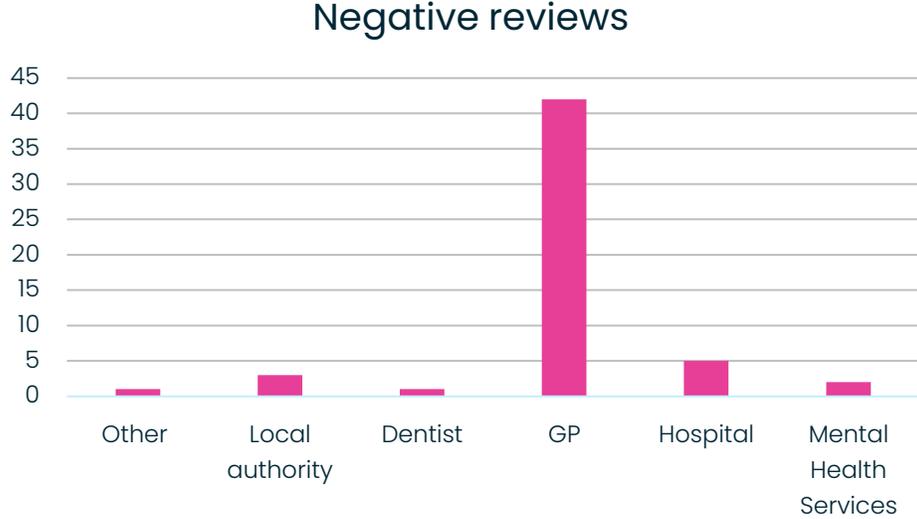
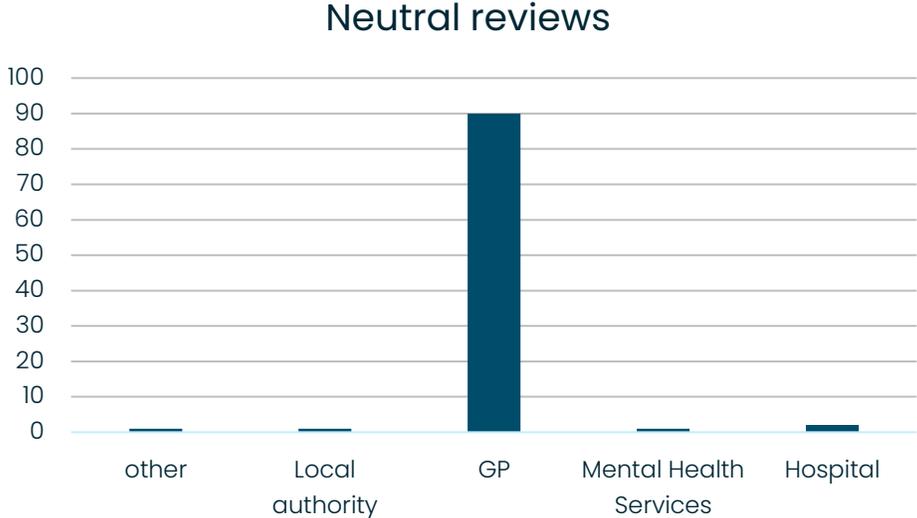
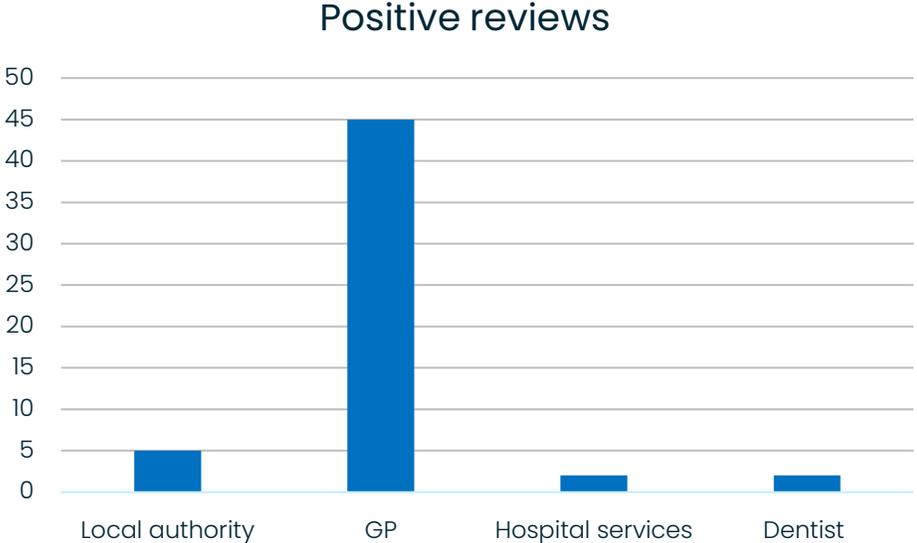
Overall service likely to recommend



Service ratings broken down by service type



Sentiment towards different service types



In depth: feedback about GPs

In Q1, 60% of feedback we received was related to GP practices. In total, 177 people told us their views about their GP.

From the feedback we received...

- **42** were negative
- **90** were neutral
- **45** were positive

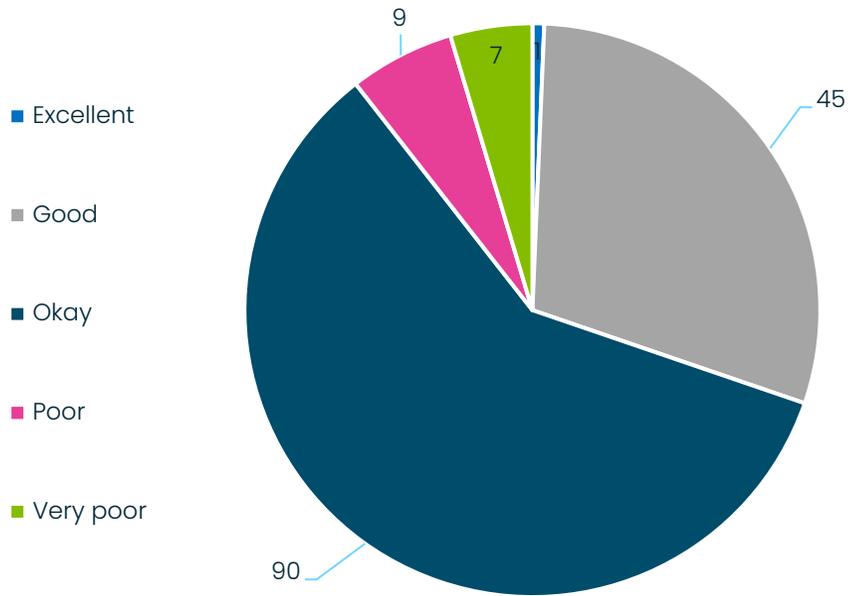
This is a vast improvement from feedback in the previous quarter.

There has been a decrease in negative sentiment from 71 reviews in Q4 down to 42 in Q1. There has been a rise in neutral sentiment from 61 to 90 over the same period, however there has also been a decrease in positive sentiment from 58 down to 45.

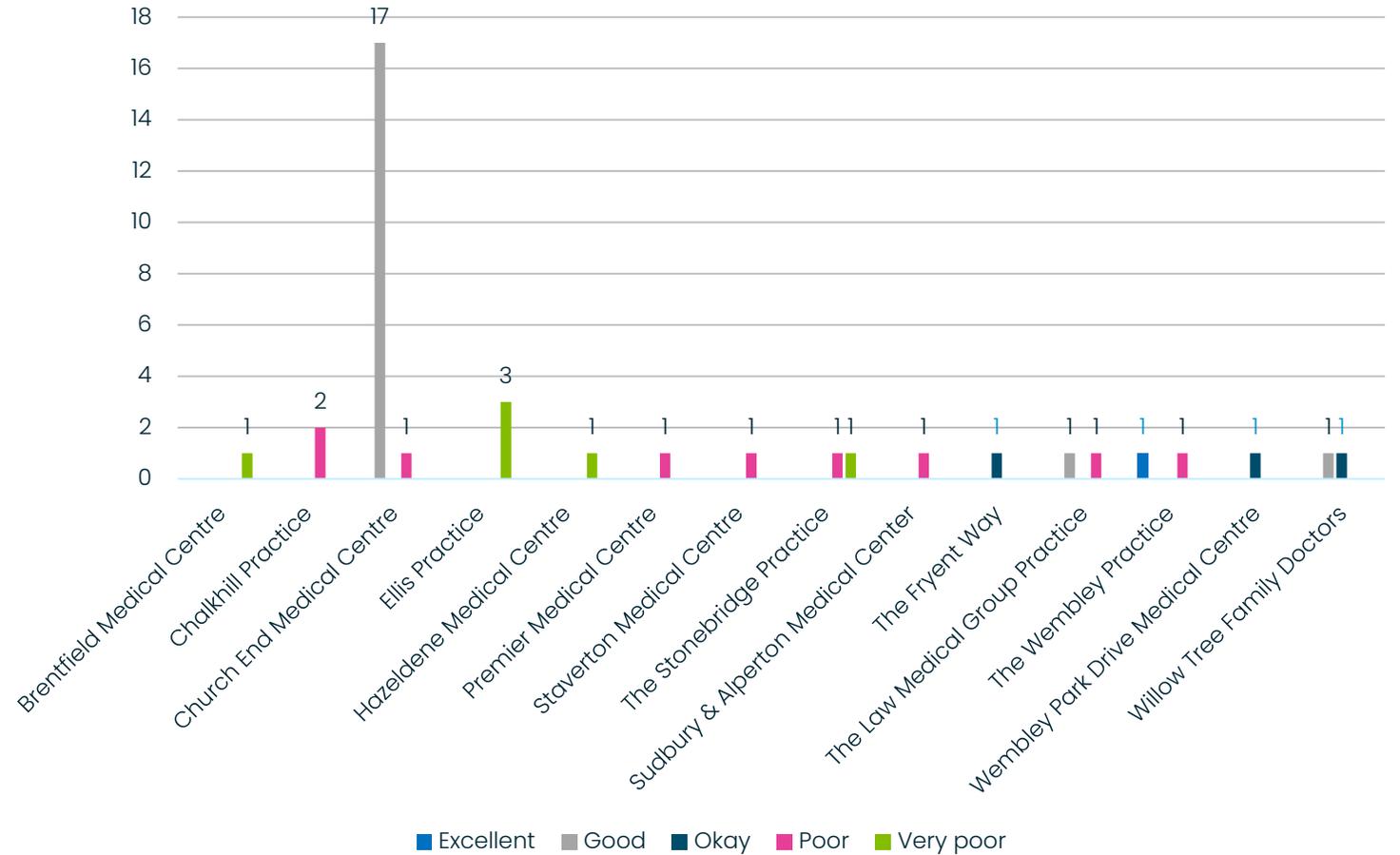
“We’re very lucky – the GP gives us lots of attention and we’re able to get an appointment when we need one. They do seem to provide a better service to older people. You have to call early, but there are appointments available.” Patient 50–79
White Irish

Service ratings for GPs

Overall GP experience feedback



Breakdown of GP surgeries experiences



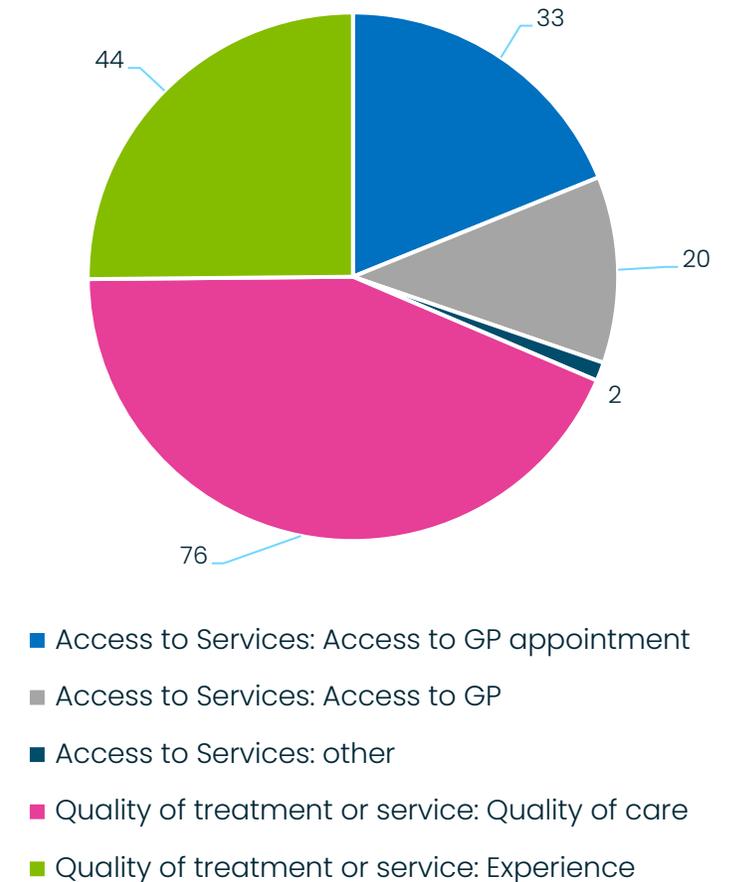
The majority of GP feedback relates to accessing appointments, quality of treatment or service, and communication with patients.

Access to GP appointments

Patients have shared that they find telephone waiting times long when trying to get through to the GP surgeries. Once able to book an appointment there is usually a 2-3 week wait. Patients are also still frustrated they can't see a doctor face-to-face.

"It's very hard to get an appointment - just getting through on the phone is hard enough, and then there are long waiting times and no face-to-face. I don't have anything positive to say. As a first time parent there has been no support, and our health visitor didn't even show up. Terrible."

"It has become very difficult to get a GP appointment. Everything has to be done over the phone now, they never want to see you."



Communication with patients

Patients have said that in some instances there is a lack of communications with the GP surgery and inconsistency messages from staff. Patients are still unsure where they should go to receive treatment. Some patients are being told to go to A&E when it is not an urgent medical need. However, there have also been positive reviews of how some GP practices are handling online communications – particularly the doctor IQ app.



Really fantastic. They use the doctor IQ app and are always on top of things. It's really good communication. You'll always hear back from them. Staff are really helpful and listen to you.



Quality of treatment or service

Generally patients have had positive overall experiences, we have received several pieces of positive feedback for local primary care health services, and several people noted their appreciation for the hard work of staff during the pandemic. Quality of care is generally good. People we spoke to at Brent Foodbank were generally positive about their experiences – they confirmed that they were registered with GPs and several people said that they had received good treatment.

Quality of treatment or service (continued)

Unfortunately, some patients also shared experiences of inadequate care and feeling frustrated as there any continuity with treatment or care from the GP surgeries especially when being discharge from hospital.

At the moment every time you try to see a doctor they are full, or you have to wait for weeks before you can see a doctor. I just had my kidneys out and the meds they gave me from the hospital had to be changed by my GP. I got through to the GP but they gave me the same drugs I got from the hospital when they were meant to be changed. We got the right drugs from the hospital but they were not happy with my GP.

I had a referral for blood tests + medication review following a visit to the Urgent Treatment Centre and had to wait a long time for an appointment. I had to eventually go to a different surgery to get my blood taken, and I am still waiting for an ECG. They said I could be waiting several weeks. In the meantime I still don't know what's going on with my health, and I am taking emergency medication that I shouldn't be on long term. I'm not happy with this practice.

Other key themes in our data

We gather feedback from residents on all health and social care services in Brent. At the moment our numbers are limited, but we are looking at other ways to gather more feedback and ensure we are hearing about a wider range of services.

Community Mental Health Teams (CMHT)

Patients are raising concerns about the lack of support, and about being discharged from CMHT when they feel that its too difficult to attend appointments because of their mental health. They feel there is no understanding from mental health professionals.

“I cant be seen by secondary mental health services and when I do they just say it's not a mental health issue or that they can't help. The services really are not very good, they need to be improved. I don't know what to do anymore.”

“Kept being discharged as the service wasn't helping. Being on a long waiting list. Need more understanding of how one feels instead of trying to fix them. Always discharged if you can't attend but they need to understand it's hard to attend.”

Access to dentists

Residents continue to report difficulty accessing dental care. Many people find it hard to get up-to-date information about which practices are taking on new patients because NHS and dentists' websites aren't updated regularly. As a result, more people are contacting us to help them register with an NHS Dentist locally. We are still finding that many NHS dentist practices are not taking on new patients.

"I am currently trying to look for an NHS dentist near me. The NHS website shows no dentists near me taking new NHS patients so after countless emails and phone calls, I have been having trouble finding one. I was wondering if you could help and provide me with dentists who are taking on new NHS patients."

However, we generally receive positive experiences about the treatment and support.

"I have always been petrified of dentists and in February I had to have my remaining teeth extracted. I can honestly say that the treatment I received was first class."

"I got a very quick appointment for my Children (1 SEND). They accommodated the time I could only come. (Around work and school) Before the appointment they explained their covid protocol really well. (Enter with Masks, 5 mins before the appt, temp check & sanitise hands). When we attended all staff were very friendly from reception to the dental Staff. Made the children feel at ease and comfortable. "

Hospitals

We have received mixed experiences about Northwick Park Hospital and Central Middlesex Hospital

Quality of treatment or service

Patients have reported that due to Covid-19 restrictions, only one parent is allowed to accompany the child to the hospital in some situations this causes upset for the family.

"When we visited Northwick Park recently, only one parent was allowed to accompany the child into the hospital. This meant that there was a lot of anxiety for the parent waiting outside. We found it very upsetting."

Waiting times

Patients are very frustrated with the long waiting times and delays to referrals

"Great staff, very helpful, explain everything well. I've had surgery at Northwick Park twice and both times was very happy. The only thing I would say is that waiting times can be quite long, but once they see you the treatment is good."

"Delayed referrals - my eye appointment was supposed to be tomorrow and I found out yesterday it's been delayed for several months. My daughter's review appointment has also been delayed for a year. It's very worrying, you feel like there's no care available."

A&E services

Patients have reported that they are not able to get the right treatment or care at A&E, this is due to a few reasons for instance being too busy or hospital health professionals referring patients back to their GP.

“Visited A&E at 8pm, it was so overcrowded that I had to leave and didn't get any treatment.”

“Took brother to A&E due to mental health crisis but they were unable to help him. Refused to admit him although we were afraid to have him in the home with two children. Brother is now trying to get an appointment to receive care from other health services.”

“I went to A&E because my referral was taking so long. I thought they would be able to give me the care I needed, but they just sent me back to the GP so now I'm waiting again. Couldn't get an x-ray, CT scan or any of the care I needed.”

Any questions or comments? Get in touch to find out more

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